

**CITY OF MANCHESTER, NEW HAMPSHIRE  
REQUEST FOR PROPOSAL “RFP”  
PURCHASING CARD PROGRAM**

## TABLE OF CONTENTS

### Part 1 General Information

- 1.1. Purpose
- 1.2. Project Mission
- 1.3. RFP Format
- 1.4. Inquiries
- 1.5. Oral Statements and Commitments
- 1.6. Economy of Preparation
- 1.7. Labeling of RFP Sections
  - 1.7.1 Mandatory Requirements
  - 1.7.2 Contract Terms and Conditions
  - 1.7.3 Information Sections
- 1.8. Proposal Format and Submission
  - 1.8.1 through 1.8.3 are untitled text paragraphs.
  - 1.8.4 Best Value Format
    - 1.8.4.1 Evaluation Criteria
    - 1.8.4.2 Proposal Format and Content
    - 1.8.4.3 Technical Bid Opening
    - 1.8.4.4 Technical Evaluation
    - 1.8.4.5 Financial/Revenue Proposal Bid Opening
    - 1.8.4.6 Financial/Revenue Proposal Evaluation
- 1.9 Rejection of Proposals
- 1.10 Incurring Costs
- 1.11 Addenda
- 1.12 Independent Price Determination
- 1.13 Financial/Revenue Proposal
- 1.14 Schedule of Events

### Part 2 Operating Environment

- 2.1 Background

### Part 3 Procurement Specifications

- 3.1 General Requirements and Scope of Work
  - 3.1.1 through 3.1.5 are untitled text paragraphs.
  - 3.1.6 Billing and Payment
  - 3.1.7 Cardholder Information
  - 3.1.8 Rebate
  - 3.1.9 Credit Line
- 3.2 Other Required Services
  - 3.2.1 Issuance of Purchasing Cards
  - 3.2.2 Liability
  - 3.2.3 Card Format/Design
  - 3.2.4 Card Control and Restrictions
    - 3.2.4.1 Common Controls and Restrictions (All Purchasing Cards)
    - 3.2.4.2 Selective Controls and Restrictions
  - 3.2.5 Training
  - 3.2.6 Customer Support
  - 3.2.7 Disputed Items and Charge Backs
  - 3.2.8 Changes in Cardholder or Department Accounts

- 3.2.9 Lost or Stolen Cards
- 3.2.10 Card Cancellations
- 3.2.11 Program Enhancements
  - 3.2.11.1 through 3.2.11.4 are untitled text paragraphs.
- 3.2.12 Electronic Media Capabilities
  - 3.2.12.1 through 3.2.12.8 are untitled text paragraphs.
- 3.2.13 Management & Control Reporting Information
  - 3.2.13.1 through 3.2.13.6 are untitled text paragraphs.
- 3.2.14 Transition/Implementation
- 3.2.15 Emergency Purchasing Cards
- 3.2.16 Fraud Detection
- 3.3 Disaster Recovery Plan
- 3.4 Location for Providing Services
- 3.5 Organizational Experience, Size and Qualifications
  - 3.5.1 Eligibility of Bidder
    - 3.5.1.1 through 3.5.1.4 are untitled text paragraphs.
  - 3.5.2 Organizational Size/Structure in Relation to the Scope of Work
    - 3.5.2.1 through 3.5.2.3 are untitled text paragraphs
- 3.6 General Terms and Conditions
  - 3.6.1 Conflict of Interest
  - 3.6.2 Prohibition Against Gratuities
  - 3.6.3 Bidder Relationship
  - 3.6.4 Indemnification
  - 3.6.5 Contract Provisions
  - 3.6.6 Governing Law
  - 3.6.7 Compliance with Laws and Regulations
  - 3.6.8 Subcontracts/Joint Ventures
  - 3.6.9 Terms of Contract and Renewal
  - 3.6.10 Contract Termination
- 3.7 Contract

#### Part 4 Proposal Format and Evaluation Criteria

- 4.1 Bidder's Proposal Format
  - 4.1.1 Title Page
  - 4.1.2 Table of Contents
  - 4.1.3 Proposal Format
- 4.2 Evaluation Criteria
  - Section 1-Organizational Experience, Size and Qualifications
  - Section 2-Technical Abilities
  - Section 3-Operational Abilities
  - Section 4-Fraud Detection
  - Section 5-Transition/Implementation
  - Section 6-Emergency Purchasing Cards
  - Section 7-Program Enhancements
  - Section 8-Oral Presentation
  - Section 9-Financial/Revenue Proposal
- 4.3 Evaluation Process
  - Attachment A--Financial/Revenue Proposal
  - Attachment B—Bidder Preference Certificate
  - Attachment C—Minimum Data Requirements for Accounts and Transactions

## PART 1 GENERAL INFORMATION

### 1.1 Purpose

The Finance Officer for the City of Manchester (City) is soliciting proposals to provide Purchasing Card services.

### 1.2 Project Mission

The Finance Officer is requesting proposals to obtain Purchasing Card services for the City of Manchester Purchasing Card Program. The primary objectives of the program are to make finance and accounting processes more efficient; enhance the reporting of purchase data; and provide payment to merchants on a more timely basis. The services will consist of design, implementation, card provision, billing, training, customer support, utilization monitoring and reporting. These services will be used by all City departments.

### 1.3 RFP Format

This RFP has four parts. "Part 1" contains informational sections; "Part 2" describes the background and working environment of the project; "Part 3" is a statement of the specifications for the services requested pursuant to this RFP, contractual requirements, and general terms/conditions; and "Part 4" explains the required format of the bidder's response to the RFP, the evaluation criteria the Finance Officer will use in evaluating the proposals received, and how the evaluation will be conducted. All referenced attachments are at the end of the RFP.

### 1.4 Inquiries

Additional informational inquiries regarding specifications of this RFP must be submitted in writing to the Finance Officer. The deadline for written inquiries is identified in the Schedule of Events, Section 1.14. All inquiries for specification clarification must be addressed to:

**Kevin A Clougherty, Finance Officer**  
**City of Manchester**  
**Department of Finance**  
**One City Hall Plaza**  
**Manchester, NH 03101**  
**Telephone: 603-624-6460**  
**Fax: 603-624-6549**  
**Email: [kclougherty@manchesternh.gov](mailto:kclougherty@manchesternh.gov)**

**Absolutely NO contact shall be made by the bidder with any member of the Board of Mayor and Aldermen or the evaluation committee.** Violation may result in rejection of the bid. The individual named above is the sole contact for any and all inquiries after this RFP has been released.

### 1.5 Oral Statements and Commitments

A bidder must clearly understand that any verbal representations made or assumed to be made during any oral discussions held between bidder's representatives and any City personnel are **not binding**. Only the information issued in writing and added to the RFP specifications file by an official written addendum are binding.

### 1.6 Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of bidder's ability to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

## 1.7 Labeling of RFP Sections

The parts/sections within this RFP contain instructions governing how the bidder's proposal is to be arranged and submitted and to identify the material to be included therein.

### 1.7.1 *Mandatory Requirements*

The mandatory parts/sections included in Parts 3 and 4 require a response, and they describe the minimum requirements requested in this RFP. Any specifications or statements containing the word “must,” “shall,” or “will” are mandatory. The bidder is required to meet the mandatory specifications in order to be eligible for consideration and to continue in the evaluation process. A simple “yes” or “no” response to these parts/sections is not adequate. Failure to meet mandatory items may result in disqualification of the bidder's proposal and the termination of the evaluation process for that bidder. Decisions regarding compliance with the intent of any mandatory specification shall be at the sole discretion of the Finance Officer.

### 1.7.2 *Contract Terms and Conditions*

Part 3 details the contractual terms and conditions under which the City will enter into a contract.

### 1.7.3 *Informational Sections*

Informational specifications do not require a response from the bidder. They are intended to aid the bidder in structuring an effective proposal capable of meeting the needs of the City.

## 1.8 Proposal Format and Submission

1.8.1 A bidder must complete a response to all mandatory specifications in order to be considered. Each proposal must be formatted as outlined in Part 4 of this RFP. No other format of the proposal information may be made by the bidder. Failure on the part of the bidder to respond to specific requirements detailed in the RFP may be a basis for disqualification of the proposal. The City reserves the right to waive informalities in the proposal format and minor irregularities.

1.8.2 All copies must be submitted **prior** to the date and time stipulated in the RFP as the opening date. All bids will be date and time stamped to document official time and date of receipt.

1.8.3 A bidder mailing proposals should allow sufficient time for mail delivery to assure timely arrival. Any proposal received after the bid opening date and time will be immediately disqualified.

Submit: one original Technical Proposal and Financial/Revenue Proposal plus (5) convenience copies and one CD in Microsoft Word for the technical and one CD in Microsoft Word for the Financial/Revenue Proposal to:

**Kevin A Clougherty, Finance Officer**  
**City of Manchester**  
**Department of Finance**  
**One City Hall Plaza**  
**Manchester, NH 03101**

The outside of the envelope or package(s) should be clearly marked: **Purchasing Card RFP.**

#### 1.8.4 *Best Value Format*

All RFP's shall follow the standard format defined by the Finance Officer. This format addresses required areas and enables the Finance Officer to modify the background and scope of work to meet the City's needs.

##### 1.8.4.1 Evaluation Criteria

All evaluation criteria must be clearly defined in the specifications section.

##### 1.8.4.2 Proposal Format and Content:

Proposals shall be received in two distinct parts: a Technical Proposal and a Financial/Revenue Proposal. The Financial/Revenue Proposal shall be sealed in a separate envelope and will not be opened initially.

##### 1.8.4.3 Technical Bid Opening

The Finance Officer will open only the Technical Proposals on the date and time specified in this RFP.

##### 1.8.4.4 Technical Evaluation

An evaluation committee along with the Finance Officer will review the Technical Proposals and make a final recommendation.

##### 1.8.4.5 Financial/Revenue Proposal Bid Opening

Upon approval of the Technical Proposal evaluation from the internal review committee, the Finance Officer shall open and read the Financial/Revenue Proposals.

##### 1.8.4.6 Financial Evaluation

The evaluation committee along with the Finance Officer will review the Financial/Revenue Proposals and make a final consensus recommendation for contract approval and award.

#### 1.9 **Rejection of Proposals**

The Finance Officer shall select the best value solution according to the evaluation criteria. However, the Finance Officer reserves the right to accept or reject any or all proposals, in part or in whole, at his discretion. The Finance Officer reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the Finance Officer of proposals confers no rights upon the bidder nor obligates the Finance Officer in any manner.

A contract based on this RFP and bidder's proposal may or may not be awarded at the discretion of the Finance Officer.

#### 1.10 **Incurring Costs**

The City and its employees and officers shall not be held liable for expenses incurred by any bidder responding to this RFP, including but not limited to expenses for preparation, delivery of the proposal, or attendance at any meeting or oral presentations.

### **1.11 Addenda**

If it becomes necessary to revise any part of this RFP, an official written addendum will be issued by the Finance Officer to all bidders of record.

### **1.12 Independent Price Determination**

A proposal will not be considered for award if the price in the proposal was generated as a result of collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.

### **1.13 Financial/Revenue Proposal**

The Financial/Revenue Proposal quoted in the bidder's proposal will not be subject to any increase in costs to the City during the life of the contract. The Financial/Revenue Proposal will not during the life of a contract resulting from this RFP decrease any revenue generated as a result of rebates to the City. Any increase in revenue during the life of a contract resulting from this RFP may be accepted if offered by the successful bidder. The Financial/Revenue Proposal will be considered firm for the life of the contract unless specific provisions have been included in its response and made a part of the original contract.

### **1.14 Schedule of Events:**

Release of the RFP .....	1/18/2006
Bidder's Written Questions Submission Deadline.....	2/17/2006
Response to Questions/Addendum Issued .....	2/24/2006
RFP Due Date .....	3/6/2006
Technical Proposal Opening Date.....	3/6/2006
Oral Presentations (if necessary).....	To Be Determined

## **PART 2 OPERATING ENVIRONMENT**

### **2.1 Background**

The City currently operates a successful credit card program for department purchasing. It is the City's desire to expand on the success of this program by providing a technologically advanced purchasing card. The City utilizes Sunguard HTE financial software. HTE provides a purchasing card module that will be used in the implementation of this program.

The City operates with twenty-six different departments. There is no central purchasing department. Each department handles their respective purchasing needs. Exclusive of payroll and payroll related benefits, these departments expend approximately \$200 million annually.

The Manchester School District is not included within the above information. Upon successful implementation of the Purchasing Card Program, it would be the desire of the City to extend the service to include the School District.

## **PART 3 PROCUREMENT SPECIFICATIONS**

### **3.1 General Requirements and Scope of Work**

The bidder must describe how they will deliver the requested Purchasing Card services to the City. The use of the card will not be restricted to New Hampshire merchants.

3.1.1 The successful bidder shall provide services to all City departments. The bidder shall make arrangements to provide training for each department.

3.1.2 The Finance Officer intends to open Purchasing Card procurement to all businesses that are set up to accept the type of card proposed by the bidder.

3.1.3 The City intends to use the Purchasing Card to make as many purchases as feasible. The Finance Officer will adjust the spending limits for such purchases on a case-by-case basis. The Finance Officer intends to use the Purchasing Card for some utility payments and other ongoing routine payments. The successful bidder must accept those conditions and provide the service.

3.1.4 An electronic statement for the master account, with sub-totals for each department, must be provided on a monthly basis. Individual statements must be provided electronically for each cardholder. The bidder may provide statements more frequently to coordinate with the department's payment cycle. Bidder must describe the available methods of electronic distribution including internet access to account statements via secure web sites.

3.1.5 The bidder should include a proposed methodology for establishing performance goals, benchmarking accomplishments, and reporting performance to the Finance Officer.

#### *3.1.6 Billing and Payment*

The successful bidder will bill the participating departments at least on a monthly basis. The bidder may, with the Finance Officer's concurrence, bill more frequently (e.g., bi-weekly or weekly). The bidder shall describe the various billing options available. Billing cycles must be standardized for the Purchasing Card Program and may only change upon written consent of the Finance Officer. The bidder must accept payment by direct deposit and wire transfer.

The bidder shall state the time required after a transaction has been conducted for the information to be available.

#### *3.1.7 Cardholder Information*

The successful bidder shall **not** sell or distribute a list of participating departments addresses, cardholder names and addresses, or any other information to any person, firm, or other entity for any purpose. Additionally, the bidder may not contact individual cardholders for any purpose not directly related to the use of the card. **The bidder MUST clearly make this statement as part of the submission and agree to abide by this condition.**

#### *3.1.8 Rebate*

The City expects a graduated percentage rebate of the total net charges placed on the card. The successful bidder must provide at least a quarterly rebate to the City based on the aggregate volume of purchases from all departments during the standard payment cycle. The rebate should increase based on usage. The rebate shall be quoted in percentages of total paid billings per month calculated using the average monthly payment performance of each separate department/billing office.

The bidder must specify the methodology for calculating the rebate in the Technical Proposal; the percentages of rebate must be separately provided in the Financial/Revenue Proposal.

#### *3.1.9 Credit Line*

The successful bidder must provide the City with a minimum \$50 million dollar line of credit with the option for incremental increases as the transaction volume increases. The bidder must specify its requirements for line of credit increases.



## 3.2 Other Required Services

### 3.2.1 *Issuance of Purchasing Cards*

The Purchasing Card coordinator of each department is responsible for the determination of the individuals to whom the cards should be issued based upon the purchasing authority of each individual. After receiving approval from the Finance Officer, the services are available for use by individual employees (cardholders). Issuance of the card to an employee requires the prior written approval of the Finance Officer.

Purchasing Cards must be issued in a cardholder's name. Bidders must provide a narrative of how team cards, department cards and "ghost accounts" may be incorporated into the Purchasing Card Program. The successful bidder will incur all costs associated with card issuance. The Finance Officer would prefer a "one-stop/one-shop" bidder. This means that the successful bidder would be able to serve the Purchasing Card Program as a sole point of contact, so that the Finance Officer would not have to deal with multiple banking or card providing institutions. The bidder must describe the "one-stop/one-shop" capabilities in the proposal as well as the bidder's understanding of the issuance procedure envisioned by the Finance Officer as described above. The bidder may present alternative procedures.

### 3.2.2 *Liability*

The City shall be liable for all valid transactions not exceeding the single Purchasing Card transaction limit which are initiated within the control restrictions in effect at the time of the transaction. The City will not accept liability for unauthorized use of Purchasing Cards, fraudulent use, or lost or stolen cards which are reported to the successful bidder institution within 24 hours of discovery. The bidder shall provide detailed information as to the liability for which the City will be responsible.

### 3.2.3 *Card Format/Design*

The successful bidder shall provide a card designed specifically and exclusively for the City Purchasing Card Program. Each card shall, at a minimum, include the following features:

- a. The name of the CITY OF MANCHESTER on the face of the card, the City's official seal, or any other distinct feature approved by the Finance Officer.
- b. The phrase FOR OFFICIAL USE ONLY shall be printed on the face.
- c. The phrase "TAX EXEMPT" and the City's tax exempt number should be embossed or otherwise placed on the face of the card. The bidder should indicate if the tax exempt number can be included in the magnetic strip of the card so that it would print on the receipt created for the transaction. The bidder should identify any difficulty and/or additional expense these features might impose.
- d. The successful bidder's toll free telephone number for reporting a card lost or stolen shall be printed on the back of the card.
- e. At this time, there shall be NO reference to Automatic Teller Machines "ATM" on the card. The City does **NOT** want the card to function at an ATM. The Finance Officer reserves the right to expand the Purchasing Card Program to include the use of ATM technology in the future.

### 3.2.4 *Card Control and Restrictions*

The bidder must demonstrate sufficient cardholder controls to allow the Finance Officer and other participating departments to effectively control the Purchasing Card Program. The bidder must describe the controls and restrictions they have available such as:

#### 3.2.4.1 Common Controls and Restrictions

The bidder must provide the ability to apply the following controls/restrictions (blocking) to all Purchasing Cards:

- a. No cash advances will be permitted using the Purchasing Card at this time. The bidder must describe capabilities to expand the program to include cash advances.
- b. The card will not function in an ATM at this time. The bidder must describe capabilities to expand the program to include ATM use.
- c. Bidder blocking.

#### 3.2.4.2 Selective Controls and Restrictions

Authorized department personnel must have certain control/restriction (blocking) options available to them that may be applied to their cards as needed. These options must include the capability to set:

- a. Single per transaction dollar limits.
- b. Number of Purchasing Card authorizations per day.
- c. Number of Purchasing Card authorizations per billing cycle/month.
- d. Dollar limits per day.
- e. Dollar limits per billing cycle/month.
- f. Dollar limits per cardholder.
- g. To include or exclude bidders by business type, MCC, or bidder name.

### 3.2.5 *Training*

The bidder shall describe both initial training of all department coordinators and any follow-up training required. Training will be required for new department participants. The successful bidder shall provide training to the Purchasing Card Management (Finance Officer and Finance Office personnel). Training will include but is not limited to:

- a. Updates on technology changes.
- b. Updates on Purchasing Card rules and regulations affecting the City.
- c. Updates on changes within the financial institution that affect the City.

### 3.2.6 *Customer Support*

The bidder will describe its overall approach to providing customer support including personnel assignments, hours of availability, methods of access to personnel and account information, and response times. At a minimum, customer support must include the following features:

- a. Toll-free customer assistance
- b. 24/7/365 toll-free emergency assistance.
- c. Toll-free fax number(s)
- d. Internet access to account activity.

The successful bidder shall provide customer support to the Finance Officer and the department Purchasing Card Coordinators. This support should include, but not be limited to the following features:

- a. Telephone card assistance number(s) and toll-free telephone number(s) to report lost or stolen cards.
- b. The number and titles of the customer account representatives who would respond to Purchasing Card Program inquiries.
- c. A toll-free automated number must be available for account inquiries including credit limit information, payment information, and amount available for use.
- d. Bidder must describe the hours and days of operation for each telephone number for assistance and/or reporting lost or stolen cards. A representative must be available to the program 24/7/365. (All numbers identified must state the hours of operation).

### 3.2.7 *Disputed Items and Charge Backs*

Bidder shall propose detailed methods for handling questions concerning charges on a statement. Provisions for handling disputed items must include how to:

- a. Handle questioned/disputed charges appearing on the statement;
- b. Credit the department's account, pending resolution of the questioned/disputed item;
- c. Process for charge back of items resolved in the department's favor.

### 3.2.8 *Changes in Cardholder or Department Accounts*

A participating department's Purchasing Card Coordinator initiates changes to information to a department cardholder's account which is then reviewed and approved by the Finance Officer. Such changes may include card expenditure limits, transaction limits, purchase restrictions, cardholder name, cardholder billing address or telephone number, and termination or non-renewal of a cardholder's account. A bidder must state a time frame between receiving a request for change in a cardholder account or department master account and completing the change.

### 3.2.9 *Lost or Stolen Cards*

The cardholder, department Purchasing Card Coordinator and/or the Finance Officer will immediately report lost or stolen Purchasing Cards to the bidder. Such reports will be verbal with electronic or written follow-up. The bidder will provide for immediate cancellation and, if necessary, issuance of a replacement for the reported lost or stolen card.

The bidder must specify the time frame between receiving the report of a lost or stolen card and mailing a replacement card.

The bidder must also specify the time frame required to produce a card when a cardholder initially submits an application. The bidder should explain if there are any differences in the time frames for lost or stolen cards and time frames for creating new cards.

### 3.2.10 *Card Cancellations*

The Finance Office will immediately notify the bidder of card termination or cancellation. This notification will be made verbally with electronic or written follow-up. Upon notification, the bidder shall immediately cancel that cardholder's account. The City will not be liable for transactions posting to the account after card termination. Bidder must state in the proposal an understanding of this requirement. Bidder should also describe the procedures to address charges that may occur after the card is cancelled.

### 3.2.11 *Program Enhancements*

3.2.11.1 Bidder must describe any established program(s) to recruit new businesses to accept the Purchasing Card when notified that its card is not accepted.

3.2.11.2 Bidders shall provide their plans for expanding the possible uses of the card and must agree to make any new information or processes available to the Finance Officer as they become available. This plan would at a minimum include provisions for larger dollar transactions, such as utilities, travel, fleet transactions, regular routine purchases, etc. Bidder must agree to cooperate in developing and implementing new initiatives or other enhancements that address circumstances unique to the Purchasing Card Program.

3.2.11.3 The City permits use of the Purchasing Card for telephone and internet orders (on secure sites). The bidder is encouraged to make suggestions regarding policies and procedures as well as system features that may be used to improve security and control.

3.2.11.4 The City desires to increase purchasing efficiency and effectiveness in spending its dollars. Therefore, bidders must provide narratives and document examples of their managerial systems or methods the City could use to increase efficiency and promote savings.

### 3.2.12 *Electronic Media Capabilities*

The successful bidder must provide a secure data transmission for all account and transaction activity. Bidder must state affirmatively or negatively whether there are any associated costs. Any costs must be detailed in the Financial/Revenue Proposal.

3.2.12.1 The City will only accept file transmission via a secure link or a file which has been encrypted. Describe your capabilities with respect to mapping and G/L interfaces to various accounts payable and general ledger systems. Specifically, the bidder must identify what systems have had successful interfaces.

3.2.12.2 The data transmission must contain, at a minimum, the data described in Attachment D for accounts and transactions.

3.2.12.3 The bidder must describe the different versions of data transmission files available, including an overview of the differences and a discussion as to how often new versions and/or updated versions are made available.

3.2.12.4 The bidder must provide documentation of the content of the data file(s) that will be used in its proposed solution.

3.2.12.5 The bidder must provide a contact person for assistance in using the data transmission and for documentation and problem resolution. The contact person identification must include the name of the authorized person, telephone number and email address. This assistance will include the ability to provide files of information so that the City may confirm that its data is synchronized with the bank's data.

3.2.12.6 In addition to the information required by 3.2.12.2, the City is interested in learning of the bidder's capability to provide merchant payee data.

3.2.12.6.1 The City is specifically interested in the merchant's taxpayer identification number (TIN), the name of the merchant as it appears on the merchant's tax return and/or the merchant's business name and the merchant's business type e.g. corporation, sole proprietor, partnership, etc.

3.2.12.6.2 The bidder must describe how it can provide the merchant payee data electronically to the City.

3.2.12.6.3 The bidder must state whether or not it is an IRS TIN Matching participant. If it is a participant, the bidder must describe if and how the success of the matching will be communicated to the City electronically. The bidder must also describe the frequency with which it performs the matching process.

3.2.12.6.4 The bidder must state if its merchant payee data includes the Merchant Category Codes “MCC” as described in IRS Revenue Procedure 2004-43.

3.2.12.7 The successful bidder must provide electronic billing statement files on whatever cycle(s) the Purchasing Card Program utilizes. This data should be included as part of the regular data transmission. The program’s intent is to use these files to confirm balances on electronic billing statements generated from the transaction level data in the daily data transmission.

3.2.12.8 The successful bidder must be able to re-transmit the data transmission file(s).

### 3.2.13 *Management and Control Reporting Information*

The City requires reporting and inquiry capabilities that meet the specific requirements of its cardholders and fiscal managers.

3.2.13.1 The successful bidder shall provide management and control information to the Purchasing Card Program in the form of periodic reports. The bidder must describe the reporting (with examples of reports) that can be expected. Also, the descriptions should cover customized reporting capabilities at no extra charge to the City. The Finance Officer shall specify which reports are to be distributed, at what levels, on what media, and frequency.

The bidder must describe the ability for reporting writing within the City by City staff and the capabilities of generating reports for various timeframes or accounting periods.

3.2.13.2 The successful bidder shall also periodically provide the Finance Officer standard citywide management and control information. These reports will contain the same information that will be provided to departments and institutions except reports must be consolidated on a citywide basis.

3.2.13.3 It is desired that the successful bidder provide the Finance Officer with monthly and/or quarterly and/or annual reports reflecting the following:

- a. Federal Employer Identification Numbers and/or Social Security Numbers of merchants from whom purchases have been made;
- b. Name of merchant;
- c. Address of merchant (mailing and physical);
- d. Total dollars paid to merchant by department;
- e. Total dollars paid to merchant (sum of all departments); and
- f. Total dollars paid to merchant as IRS 1099 reportable.

3.2.13.4 Bidder must provide explicit information concerning its summary reporting capabilities. The bidder should include information concerning online and real time reporting. The reporting must provide levels of detail for the cardholder, department, and city government (Finance Officer). The bidder must also describe what options are available to the Finance Officer for

frequency of reports (daily, quarterly, annually, ad hoc, etc.).

- 3.2.13.5 It would be advantageous to the City to use the City's accounting/coding structure for capturing data and reporting. The bidder must describe willingness and what possibilities exist to utilize the City's coding structures. The bidder must describe the abilities to apply default classifications to each card. A description of how the account classifications are viewed and maintained should be provided. The bidder should describe if an account validation is available and how the validation system works.

The City's accounting/coding scheme is a combination of independent numbers as follows:

Field:	Fund	Fiscal Year	Organization	Agency Code	Object Code	Project Code
Length:	4	4	4	3	4	6

- 3.2.13.6 Bidder must describe any other media upon which reports can be produced.

### 3.2.14 *Transition/Implementation*

The bidder will provide an explicit, detailed plan for implementation of the program for all accounts and cardholders. This plan should identify the process for program conversion, system setup, and initial issuance of cards.

The detailed plan must at a minimum:

- Describe the timeline for implementing the new purchasing card.
- Define the tasks to be performed and responsible parties.
- Describe all customer support that will be provided during implementation such as onsite visits, technical assistance, user manuals, web-based training, etc.
- Provide any other information necessary to understand the implementation of the proposed system.
- Include the process for adding new cardholders.
- Include a plan to handle fleet processing.
- Include a plan to handle travel processing.
- Identify the on-site implementation team.

### 3.2.15 *Emergency Purchasing Cards*

The City desires the ability to maintain an Emergency Purchasing Card Program. The Cards will be activated and used in the event of a federal or state declared emergency. The bidder must provide contact individuals, titles, addresses, phone numbers, fax numbers and e-mail addresses of those individuals who can activate and perform maintenance on emergency cards 24/7/365.

### 3.2.16 *Fraud Detection*

The bidder must provide a description of the fraud detection system that will be used to alert the City of transactions that may be fraudulent. The Finance Officer must be permitted to specify parameters used to detect fraud. Bidder must describe in detail how they monitor and identify (electronically and/or manually) suspect cardholder transactions. Bidder must explain procedures used to pursue suspect transactions for fraud and misuse.

### **3.3 Disaster Recovery Plan**

The bidder must describe its disaster recovery plan in detail and indicate the length of time required to restore full service assuming that the bidder's primary operation site is unavailable due to either man-made or natural disaster.

### **3.4 Location for Providing Services**

The Finance Officer would prefer that the successful bidder establish a primary service and contact office in the City to address the program needs on a daily basis. Each bidder must provide the physical address, mailing address, telephone number and email address for each operating location that will be utilized in providing the services described in the bidder's proposal.

### **3.5 Organizational Experience, Size and Qualifications**

The bidder shall provide all pertinent data relating to the bidder's organization, personnel, and experience that would substantiate its qualifications and ability to perform the services described in this document.

#### *3.5.1 Eligibility of Bidder*

The bidder shall supply a summary with documentation detailing the bidder's business and its ability to provide the services described in this RFP.

- 3.5.1.1 The bidder shall describe the history of its Purchasing Card services. The bidder shall specify how long the services requested in this RFP have been offered and what is the current version of this product.
- 3.5.1.2 The bidder shall state separately the number of domestic and worldwide locations that accept the card.
- 3.5.1.3 The bidder shall provide a contact list of three customers, including the contact person, phone number and email address. One of these must be a public sector customer.
- 3.5.1.4 Bidder must specify the number of cards issued, the average daily transaction amount and the number of daily transactions for each contact listed.

#### *3.5.2 Organizational Size/Structure in Relation to the Scope of Work*

The bidder shall provide information about its current dollar and transaction volume capacity to provide the services described in this document.

Bidders are required to submit a written narrative statement including:

- 3.5.2.1 Qualifications of bidder to provide the services described herein, i.e., experience in providing credit card services, financial stability, and financial responsibility.
- 3.5.2.2 Sufficient information to establish that adequate personnel resources are available to implement and support the City's Purchasing Card Program. The following information and/or material must be provided:
  - a. The number of employees currently assigned to government credit card and corporate credit card accounts, respectively.

- b. The number of positions that would be assigned to the City's Purchasing Card account and the number of hours each position will spend on implementation and on-going operations for the duration of the contract.
  - c. The physical location of employees assigned to the account.
  - d. The bidder's Purchasing Card organization must be a Qualified Payment Card Agent "QPCA" for purposes of Section 3406 and 6724 of the Internal Revenue Service code or should be currently involved in the application process. The bidder must provide documentation that verifies that its Purchasing Card organization partner is eligible as a QPCA bidder or has made application therefore.
- 3.5.2.3 The bidder will provide financial information that would allow the evaluation committee to ascertain the financial stability of the company. If a public company, the bidder will provide its most recent audited financial report or 10-K. If a private company, the bidder will provide a letter from its financial institution, on the financial institution's letterhead, stating the financial stability.
- 3.5.2.4 The bidder shall provide a statement detailing any local, state or federal regulatory actions either taken against the bidder over the last five years or are currently pending as well as any other legal actions or pending for the same period.

### **3.6 General Terms and Conditions**

By signing and submitting its proposal, the bidder agrees to be bound by all the terms and conditions contained in this RFP.

#### **3.6.1 *Conflict of Interest***

Bidder affirms that it, its officers, members, and employees presently have no interest and shall not acquire any interest, direct or indirect, which would conflict or compromise in any manner or degree the performance or its services hereunder. The bidder further covenants that in the performance of its contract, the bidder shall periodically inquire of its officers, members and employees concerning such interest. Any such interests discovered shall be promptly presented in detail to the Finance Officer.

#### **3.6.2 *Prohibition Against Gratuities***

The bidder warrants that it has not employed any company or person, other than a bona fide employee working solely for the bidder or a company regularly employed as its marketing agent, to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract.

For breach or violation of this warranty, Finance Officer shall have the right to annul this contract without liability, at his discretion, and/or to pursue any other remedies available under this contract or by law.

#### **3.6.3 *Bidder Relationship***

The relationship of the bidder to the City shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to any contract resulting from this RFP. The bidder, as an independent contractor, is solely liable for the acts and omissions of its employees and agents.



Bidder shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the bidder nor any employees or contractors of the bidder shall be deemed to be employees of the City for any purposes whatsoever.

Bidder shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Bidder shall hold the City harmless and shall provide the City with a defense against any and all claims, including but not limited to Workers' Compensation and Social Security obligations, licensing fees, etc., and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Bidder shall hold the City harmless and shall provide the City with a defense against any and all claims, including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes, and employer income tax returns.

The bidder shall not assign, convey, transfer or delegate any of its responsibilities and obligations under any contract awarded pursuant to this RFP to any person, corporation, partnership, association or entity without express written consent of the Finance Officer.

#### *3.6.4 Indemnification*

The bidder agrees to indemnify, defend and hold the City, its officers, and employees harmless from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of a contract awarded pursuant to this RFP; (2) Any claims or losses resulting to any person or entity injured or damaged by the bidder, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used by the bidder in a manner not authorized by the contract, or by federal or state statutes or regulations; (3) Any failure of the bidder, its officers, employees or subcontractors to observe state and federal laws, including but not limited to labor and wage laws.

#### *3.6.5 Contract Provisions*

After the successful bidder is selected, a formal contract document will be executed between the City, through the Finance Officer, and the bidder. In addition, the RFP and the bidder's response will be included as part of the contract by reference.

#### *3.6.6 Governing Law*

The laws of the State of New Hampshire shall govern this contract. The bidder further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (federal, state or local government) regulations.

#### *3.6.7 Compliance with Laws and Regulations*

The successful bidder shall procure all necessary permits and licenses to comply with all applicable laws, federal, state or municipal, along with all regulations, and ordinances of any regulating body. The bidder shall pay any applicable sales, use, or personal property taxes arising out of the contract awarded pursuant to this RFP and the transactions contemplated thereby. Any other taxes levied upon the contract, the transaction, or the equipment or services delivered pursuant hereto shall be borne by the bidder. It is clearly understood that the City is exempt from any taxes regarding performance of the scope of work of the contract.

### *3.6.8 Subcontracts/Joint Ventures*

The successful bidder is solely responsible for all work performed under any contract awarded pursuant to this RFP and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of the contract. The Finance Officer will consider the bidder to be the sole point of contact with regard to all contractual matters. The bidder may, with the prior written consent of the Finance Officer, enter into written subcontracts for performance of work under the contract; however, the bidder is totally responsible for payment of all subcontractors. All subcontracting or joint venture arrangements that are planned or were formulated in order to respond and comply with the scope of work must be clearly identified in the proposal.

### *3.6.9 Terms of Contract and Renewal*

A contract awarded pursuant to this RFP will be effective (date set upon award) and shall extend for the period of three (3) years, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of four (4) one-year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The “reasonable time” period shall not exceed twelve (12) months. During the “reasonable time” period the bidder may terminate the contract for any reason upon giving the Finance Officer ninety (90) days written notice. Notice by bidder of intent to terminate will not relieve bidder of the obligation to continue to provide services according to the contract. Any change in federal or state law, or court actions with constitute binding precedent in New Hampshire, and which significantly alters the bidder’s required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the bidder by the City and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the Finance Officer upon written notice to the bidder at least thirty (30) days prior to termination of the contract.

### *3.6.10 Contract Termination*

The Finance Officer may terminate any contract resulting from the RFP immediately if the bidder fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The Finance Officer shall provide the bidder with advance notice of performance conditions that are endangering the contract’s continuation. If after such notice the bidder fails to remedy the conditions contained in the notice, within the time period contained in the notice, the Finance Officer shall issue the bidder an order to cease and desist any and all work immediately. The City shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

## **3.7 Contract**

The bidder shall provide a sample of their generic Purchasing Card agreement.

## PART 4 PROPOSAL FORMAT AND EVALUATION CRITERIA

### 4.1 Bidder's Proposal Format

#### 4.1.1 Title Page

Title Page – should state the Purchasing Card RFP, the name of the bidder, bidder's business address, telephone number, web site and name of authorized contact person to speak on behalf of the bidder and authorized contact person's email address. The title page must be signed and dated by an authorized person.

For example, the title page might appear with text as follows:

RFP Subject: Proposal to provide Purchasing Card Program for City of Manchester

**Bidder Name** \_\_\_\_\_

**Business Address** \_\_\_\_\_

**Telephone Number** \_\_\_\_\_ **Web site** \_\_\_\_\_

**Printed Name of Authorized Person** \_\_\_\_\_ **Title** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Email Address** \_\_\_\_\_

#### 4.1.2 Table of Contents

Bidder must clearly identify the material by section and page number in the bidder's table of contents.

#### 4.1.3 Proposal Format

Bidders must organize their proposals into sections that follow the format of this RFP, with tabs separating each section. A point-by-point response to all numbered sections, subsections, and appendices is required. If no explanation or clarification is required in the bidder's response to a specific subsection, the bidder shall indicate so in the point-by-point response or utilize a blanket response for the entire section with the following statement:

**"(Bidder's Name)" understands and will comply.**

### 4.2 Evaluation Criteria

#### *Section 1--Organizational Experience, Size, and Qualifications*

Clients: The three clients listed by the bidder as a reference may be contacted. During this contact, the City will determine whether comparable services are or were provided to that client and the degree to which that client is satisfied with the services provided. Prior experience managing accounts with a high volume of activity will be reviewed.

Organizational Size and Structure: Organizational size and structure of the bidder's firm will be reviewed in relation to the work to be performed.

Staff: The number and qualifications of the staff to be assigned the work will be reviewed.

Financial Stability: Financial stability is an obvious concern. The evaluation committee may review Dunn & Bradstreet ratings, in addition to any recent independent audit opinions, or financial positions reported by a reputable source (Wall Street Journal, News Week, Forbes, etc.) regarding the bidders current and projected financial stability.

#### *Section 2--Technical Abilities*

The City will review technical abilities of the proposal submitted by each bidder to determine which proposal is most advantageous to the City in accordance with the specifications of this RFP.

#### *Section 3—Operational Abilities*

The City will review operational abilities of the proposal submitted by each bidder to determine which proposal is most advantageous to the City in accordance with the specifications of this RFP.

#### *Section 4--Fraud Detection*

Bidder must provide a description of the fraud detection system that will be used to alert the Finance Officer of transactions that fall into categories of potential fraud. The Finance Officer must be permitted to specify parameters used to detect fraud. Bidders must describe in detail how they monitor and identify (electronically and/or manually) suspect cardholder transactions to identify fraud or misuse. Bidder must explain procedures used to pursue suspect transactions for fraud and misuse.

#### *Section 5--Transition/Implementation*

Bidder must provide a detailed narrative outlining its transition/implementation plan to reissue all Purchasing Cards citywide.

#### *Section 6—Emergency Purchasing Cards*

Bidder must describe its emergency card services.

#### *Section 7--Program Enhancements*

Bidders shall provide their plans for expanding the possible uses of the card and improving technology and services as such improvements develop.

#### *Section 8--Oral Presentation*

Bidders submitting a proposal in response to this RFP may be required to give an oral presentation of their proposals.

#### *Section 9--Financial/Revenue Proposal*

Bidder must submit a detailed Financial/Revenue Proposal including a monthly itemized cost.

### OPTIONAL ITEMS

At the City's sole discretion, the right is reserved to accept additional alternate deliverables a bidder may propose. Bidders are requested to address the following.

#### Hidden Costs/Revenue:

The bidder must clearly identify all sources of revenue and/or costs that may be deducted from the gross rebate revenue which will be received by the City. Costs or revenue sources not identified in this proposal shall not be considered in the award.

### **4.3 Evaluation Process**

Proposals will be evaluated by the Finance Officer and a committee in accordance with the criteria stated to reach a consensus decision.

The Finance Officer will select the successful bidder based on best value, not necessarily the bidder who provides the highest revenue. The Financial/Revenue Proposal is considered, but is not the sole determining factor for award. The Finance Officer does reserve the right to accept or reject any or all of the proposals, in whole or in part, if in the City's discretion it is in the best interest of the City to do so.

A bidder's failure to provide complete and accurate information may be considered grounds for disqualification. The Finance Officer reserves the right, if necessary, to ask bidders for additional information to clarify their proposals. Nothing may be added which could materially alter the original proposal after the bid opening.

Attachment A-Page 1 of 2  
FINANCIAL/REVENUE PROPOSAL

**REBATE PROPOSAL**

Qualifying Annual Volume (1) (2)			Rebate Percentage				
			Monthly (3) (4)	Semi-Monthly (twice per month) (3) (4)	Bi-weekly (Every two weeks) (3) (4)	Weekly (3) (4)	Daily (3) (4)
\$0.00	-	\$2,499,999					
\$2,500,000	-	\$4,999,999					
\$5,000,000	-	\$7,499,999					
\$7,500,000	-	\$9,999,999					
\$10,000,000	-	\$12,499,999					
\$12,500,000	-	\$14,999,999					
\$15,000,000	-	\$17,499,999					
\$17,500,000	-	\$19,999,999					
\$20,000,000	-	\$22,499,999					
\$22,500,000	-	\$24,999,999					
\$25,000,000	-	\$27,499,499					
\$27,500,000	-	\$29,999,999					
\$30,000,000	-	\$32,499,999					
\$32,500,000	-	\$34,999,999					
\$35,000,000	-	\$37,499,999					
\$37,500,000	-	\$39,999,999					
\$40,000,000	-	\$42,499,999					
\$42,500,000	-	\$44,999,999					
\$45,000,000	-	\$47,499,999					
\$47,500,000	-	\$49,999,999					
\$50,000,000	-	And above					

**Rebates are based on the following terms:**

- (1) The bidder will pay an increasing purchase volume rebate based on increasing increments of volume and decreasing payment cycles.**
- (2) Volume is the aggregate of purchases from all departments during the standard payment cycle.**
- (3) The standard payment cycle is on a monthly basis with a due date 25 days after the billing cutoff.**
- (4) Rebates shall be based on the average monthly payment performance.**

The bidder must clearly identify on the following page(s) all other sources of revenue to be considered or costs that must be deducted from the gross rebate revenue.

**Bidder Name** \_\_\_\_\_

**Business Address** \_\_\_\_\_

**Telephone Number** \_\_\_\_\_ **Web site** \_\_\_\_\_

**Printed Name of Authorized Person** \_\_\_\_\_ **Title** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Email Address** \_\_\_\_\_

**Attachment A-Page 2 of 2**  
**FINANCIAL/REVENUE PROPOSAL**

Costs or revenue sources not identified in this Financial/Revenue Proposal shall not be considered in the award. The bidder must address hidden costs/revenue in the space below. Use additional pages (sequentially numbered and explicitly referring to this page) if necessary.

**MINIMUM DATA REQUIREMENTS FOR ACCOUNTS AND TRANSACTIONS**

**TRANSACTION DATA**

TRANSACTION AMOUNT  
PURCHASE CARD ACCOUNT NUMBER  
MASTER ACCOUNT NUMBER TO WHICH THE PURCHASE CARD  
ACCOUNT ROLLS  
BANK POST DATE  
BANK TRANSACTION REFERENCE NUMBER  
DEBIT/CREDIT (SALE/RETURN) CODE  
TRANSACTION (CARD SWIPE) DATE  
BIDDER NAME  
BIDDER STREET ADDRESS  
BIDDER CITY  
BIDDER STATE  
BIDDER ZIP CODE  
BIDDER COUNTRY  
BIDDER MERCHANT IDENTIFIER  
BIDDER SIC CODE

**MASTER ACCOUNT/CARDHOLDER DATA**

PURCHASE CARD ACCOUNT NUMBER  
CARDHOLDER FIRST NAME  
CARDHOLDER LAST NAME  
MASTER ACCOUNT NUMBER TO WHICH THE PURCHASE CARD  
ACCOUNT ROLLS  
CARD ISSUE DATE  
CARD EXPIRATION DATE  
CARDHOLDER TELEPHONE NUMBER  
CARDHOLDER TELEPHONE EXTENSION NUMBER  
CARDHOLDER E-MAIL ADDRESS  
CARDHOLDER CREDIT LIMIT  
CARDHOLDER STATUS INFORMATION  
CARDHOLDER DELETE FLAG  
CARDHOLDER TRANSACTION LIMIT  
CARDHOLDER ACCOUNT CURRENT BALANCE

**ITEMS PROCURED PER CARD SWIPE**

QUANTITY OF ITEMS  
UNIT OF MEASURE OF ITEMS  
PRICE PER UNIT OF MEASURE  
DESCRIPTION OF ITEMS



**MINIMUM DATA REQUIREMENTS FOR ACCOUNTS AND TRANSACTIONS**

**AIRLINE TRAVEL DATA**

PASSENGER NAME  
FEE AMOUNT  
FARE AMOUNT  
TRAVEL DEPARTMENT CODE  
TRAVEL DEPARTMENT NAME  
PASSENGER TICKET NUMBER  
CARRIER CODE  
SERVICE CLASS CODE  
ORIGINATING CITY AIRPORT CODE  
DESTINATION CITY AIRPORT CODE  
DEPARTURE TRAVEL DATE

**LODGING DATA**

CHECK-IN DATE